



OUTPATIENT PHARMACY

USER MANUAL

Version 7.0
December 1997

(Revised August 2006)

Revision History

Each time this manual is updated, the Title Page lists the new revised date and this page describes the changes. If the Revised Pages column lists “All,” replace the existing manual with the reissued manual. If the Revised Pages column lists individual entries (e.g., 25, 32), either update the existing manual with the Change Pages Document or print the entire new manual.

Date	Revised Pages	Patch Number	Description
08/06	i-iii, 114, 114f, 114j, 182a, 183e, 183i	PSO*7*247	Updated screen examples of ECME REJECT Activity log to display the CLOSED/RESOLVED date/time when reject is closed/resolved and to display DUR Override Codes. (S. Spence, PM; E. Phelps, Tech. Writer)
06/06	xi-xiv, 135-136j, 185-186, 211-212	PSO*7*149	Added screen example and description for functionality to update patient address/phone related to Registration patch DG*5.3*522. (E. Williamson, PM; E. Phelps, Tech. Writer)
04/06	iii-xiv, 2, 6-8, 8a-b, 10, 10a-b, 13, 66, 84a-b, 85-86, 86a-b, 96a-d, 97, 100b-f, 104a-d, 106a-d, 108, 112-114, 114a-j, 115-116, 133a-b, 134, 136, 136g-h, 151, 154-155, 160a-b, 161-162, 162a-b, 165a-b, 166, 166a-b, 167, 167a-b, 168, 171, 171a-d, 174a-d, 175a-d, 176, 177, 180a-b, 181-182, 182a-b, 183, 183a-j, 184, 185a-b, 186, 195, 201, 201a-f, 204a-d, 206a-d, 207-210, 210a-d, 227-232, 296-302	PSO*7*148	Updated screen examples and descriptions regarding the processing of ePharmacy prescriptions. Affected options include: <i>Patient Prescription Processing, Complete Orders from OERR, Print from Suspense File, Pull Early from Suspense, and Release Medications.</i> New options added include the <i>ePharmacy Menu, Third Party Payer Rejects – View/Process, and Third Party Payer Rejects – Worklist.</i> Additional information regarding the changes are detailed in the <i>HIPAA NCPDP Connection For EDI Pharmacy (Active Release) Release Notes.</i> Updated the Table of Contents, Glossary, and Index with patch-related updates. (S. Spence, PM; S. Krakosky, Tech. Writer)
02/06	xi-xii, 2, 8, 55, 86a, 108, 162a, 177, 196, 215-216, 255-256, 296-297, 299-301	PSO*7*227	Removed references to Transitional Pharmacy Benefit (TPB); functionality inactivated with this patch. (E. Williamson, PM; S. Krakosky, Tech Writer)

Date	Revised Pages	Patch Number	Description
12/05	86-86a, 89b, 162-162b, 165-165b, 196-196b, 198-198b, 299	PSO*7*207	Added text and screens for remote order checks functionality. Changed Index. (E. Williamson, PM; R. Maxson and S. Krakosky, Tech Writers)
11/05	82-84, 84a-b, 130, 158-160, 208-210	PSO*7*216	Updated MailMan examples for requesting missing information. Added NCPDP number to Site Parameters example. (E. Williamson, PM; S. Krakosky, Tech. Writer)
08/05	38, 43, 86, 86a-b, 87-89, 89a-b, 100a-b, 102a-b, 107-111, 114-115, 136, 136a-f, 200-201	PSO*7*143	Added IBB CIDC Insurance Switch API information. Updated examples to include new CIDC information. Changed SC 1-100% to SC 0-100%. Removed Pharmacy Alert Functionality. Options/sections affected include: Handling Co Pay charges, Reset Co Pay status/Cancel Charges, Patient Prescription Processing; New Order, Edit Page and Copy Page. Also updated are Verifying Prescriptions, Complete Orders from OERR, and Edit Prescriptions. (J. Podolec, PM; B. Manies and S. Krakosky, Tech Writers)
08/05	2 107-107b, 176a -177	PSO*7*204	Removed revision date under Related Manuals. Modified the <i>Process Internet Refills</i> option. (E. Williamson, PM; R. Maxson, Tech. Writer)
03/05	v – xii, 2, 6-10b, 54, 54a, 54b, 86-89, 114 - 116, 130, 162, 163, 183, 184, 279 - 302	PSO*7*161	Laser Labels Phase II project. Added <i>Manual Print of Multi-Rx Forms</i> option and <i>Signature Log Reprint</i> option to the Outpatient Pharmacy Manager and Pharmacist Menus with an example. Added the MAILING COMMENTS field to the <i>Site Parameter Enter/Edit</i> option with an example. Added Other Actions to reflect the new action MR Multi Rx Request Print. Added Laser Labels under Appendix F. Includes a new Table of Contents and Index. (H. Whitley, PM; L. Woodson, Tech. Writer)
10/04	115-116, 121	PSO*7*156	Automation Interface project. Added user prompt for reprints; user can choose to send or not to send to external interface when reprinting under certain circumstances.
05/04	v-xii, 2, 5-8, 12, 65-67, 76-78b, 88, 89, 93, 151, 152, 164, 165, 195-198, 228-231, 279-284	PSO*7*132	Herbal/OTC project. Updated the Table of Contents and Index. Added a new report <i>Non-VA Meds Usage Report</i> option. Added a Non-VA Meds Report [NV] hidden action. Updated the Medication Profile to include all Non-VA Meds. The Action Profile contains any Non-VA Med orders documented via the CPRS GUI application. Order Checks include Non-VA Meds during new order entry. Added definition of Non-VA Meds to Glossary.
05/04	37-38, 42	PSO*7*157	Added Combat Veteran as an environmental indicator to section 10. Handling Copay Charges and section 10.3 Reset Copay Status/Cancel Charges.

Date	Revised Pages	Patch Number	Description
11/03	viii-xi, 2, 6, 17, 84, 87, 113, 115, 117-124, 160, 163, 182-184, 197, 210, 279-284	PSO*7*135	ScripTalk project. Updated the <i>Outpatient Pharmacy Manager</i> option to include the <i>ScripTalk Main Menu</i> option and inserted a ScripTalk® section defining these options. Updated various screen captures to include the indicator that the patient is enrolled in ScripTalk®. Included the new Table of Contents and Index.
11/03	221, 222, 262, 273-276	PSO*7*153	Added new PATIENT UNREACHABLE code to the INACTIVATION REASON CODE field of the TPB ELIGIBILITY file. Added warning message for Provider not authorized to write med orders and/or if Provider is inactive. The existing FAX NUMBER field of the NEW PERSON file is now displayed and available for editing in the <i>Add New Providers</i> option, <i>Edit Provider</i> option and <i>View Provider</i> option.
11/03	All		Re-numbered pages; removed headers and section breaks.

(This page included for two-sided copying.)

Example: Activity Log (continued)

```
Rx Activity Log          Jun 08, 2001 11:02:51          Page:    1 of    2
OPPATIENT29,ONE
  PID: 000-87-6543                      Ht(cm): 175.26 (06/07/2000)
  DOB: SEP 12,1919 (81)                 Wt(kg): 79.09 (06/07/2000)

Rx #: 503904   Original Fill Released: 5/25/01
Routing: Window      Finished by: OPPROVIDER,ONE

Refill Log:
#  Log Date   Refill Date   Qty           Routing   Lot #       Pharmacist
=====
There are NO Refills For this Prescription

Partial Fills:
#  Log Date   Date       Qty           Routing   Lot #       Pharmacist
=====
There are NO Partial for this Prescription

Activity Log:
#  Date       Reason           Rx Ref           Initiator Of Activity
=====
1  05/25/01                ORIGINAL
Comments: Patient Instructions Not Sent By Provider.
2  05/25/01   PROCESSED       ORIGINAL        OPPROVIDER,ONE
Comments: Label never queued to print by User

Label Log:
#  Date       Rx Ref           Printed By
=====
1  05/25/01   ORIGINAL        OPPROVIDER,ONE
Comments: ScripTalk label printed

Copay Activity Log:
#  Date       Reason           Rx Ref           Initiator Of Activity
=====
There's NO Copay activity to report

ECME Log:
#  Date/Time           Rx Ref           Initiator Of Activity
=====
1  11/30/05@18:38:29   ORIGINAL        OPPHARMACIST,ONE
Comments: No claim submission made.  Billing Determination was: DRUG NOT
BILLABLE.

                                [This shows an extended view of what is seen on the screen.]

                                Enter ?? for more actions

Select Action:Quit// <Enter>
```

If this were a CMOP prescription, the prompt will display as follows:

```
Select Activity Log by number
1. Refill      2. Partial    3. Activity
4. Labels     5. Copay      6. CMOP Events  7. All Logs:  (1-7): 7// <Enter>
-----example continues-----
```

Example: Activity Log (continued)

If this were an ePharmacy prescription, the prompt will display as follows:

For an ePharmacy prescription, the ECME Event Log displays before the CMOP Event Log.

Rx Activity Log		Nov 07, 2005@12:23:37		Page: 1 of 1	
OPPATIENT,FOUR					
PID: 000-01-1322P		Ht (cm): _____ (_____)			
DOB: NOV 12,1975 (29)		Wt (kg): _____ (_____)			
Rx #: 100003861 Original Fill Released:					
Routing: Window		Finished by: OPPHARMACIST4,THREE			
ECME Log:					
#	Date	Rx Ref	Initiator Of Activity		
1	11/07/05	ORIGINAL	OPPHARMACIST4,THREE		
Comments: Submitted to ECME:REJECT WORKLIST-DUR OVERRIDE CODES(DD/M0/1B)-E PAYABLE					
ECME REJECT Log:					
#	Date/Time Rcvd	Rx Ref	Reject Type	STATUS	Date/Time Resolved
=====					
Enter ?? for more actions					
Select Action:Quit// <Enter>					

The following options are available on this screen:

- PA – Sorts the list by the patient’s last name.
- DR – Sorts the list by the drug name.
- RE – Sorts the list by the reject reason.
- RX – Sorts the list by Prescription number.
- RF – Refreshes the screen. (This selection retrieves DUR/ REFILL TOO SOON rejects that happened after the screen was originally populated.)

Note: The following two sets of characters denote the order in which the list is being ordered by: [^] for ascending and [v] for descending. The order inverses every time the user selects the same column that the list is already ordered by. Thus, if the list is currently ordered by Patient in an ascending order ([^]) and the user types “PA”, the list will be resorted in descending order and the order indicator will change to ([v])

The user selects a specific record to display all relevant information about the prescription and the claim submitted to the payer.

Example: Viewing and Resolving Open Rejects (continued)

Reject Information(UNRESOLVED)Nov 21, 2005@08:29:30		Page: 1 of 2
Division : ALBANY		NCPDP#: 1712884
Patient : OPPATIENT,FOUR (000-01-1322P) Sex: M		DOB: JAN 13,1922(83)
Rx# : 100003873/0	ECME#: 0504455	Fill Date: Nov 15, 2005
Drug : PHYTONADIONE 5MG TABS		NDC Code: 00006-0043-68
<u>REJECT Information</u>		
Reject Type : 79 - REFILL TOO SOON received on NOV 15, 2005@14:13:51		
Reject Status : OPEN/UNRESOLVED		
Payer Message : NEXT RFL 111805,DAYS TO RFL 3,LAST FILL 101805 AT YOUR PHARM,REFILL TOO SOON		
Reason : ER (OVERUSE PRECAUTION)		
DUR Text : RETAIL		
<u>OTHER REJECTS</u>		
29 - M/I Number Refills Authorized		
39 - M/I Diagnosis Code		
<u>INSURANCE Information</u>		
Insurance : EMDEON		
Contact : 1-800-555-5050		
Group Name : RXINS		
+ Enter ?? for more actions		
VW View Rx	IGN Ignore Reject	RES Resubmit Claim
ED Edit Rx	OVR Override Reject	CSD Change Suspense Date
Select: Next Screen// IGN Ignore Reject		

These options are available on the screen above:

- **VW (View)** – Takes the user to the View Prescription option to review details for that prescription.
- **ED (Edit)** – Allows the user to edit the prescription.
- **OVR (Override)** – Allows the user to re-submit the claim by entering NCPDP override codes, which shall trigger a new claim submission be sent to the payer. This option is active for DUR rejects only.
- **IGN (Ignore)** – Allows the user to close or resolve the DUR/REFILL TOO SOON Reject without resubmission to the payer. The user will be required to enter a freetext comment and his/her electronic signature.
- **RES** – Allows the user to re-submit the claim to the payer. This will automatically mark the reject resolved.

Example: Viewing and Resolving Open Rejects (continued)

```
Enter your Current Signature Code:    SIGNATURE VERIFIED

Comments: Changed quantity

    When you confirm this REJECT will be marked RESOLVED.

Confirm? ? NO// Y YES                [Closing...OK]
```

The following is a sample of the ECME Activity Log update that occurs when a reject is resolved:

Example: ECME Activity Log entry: Reject Resolved

```
Rx Activity Log                      Nov 21, 2005@09:43:33          Page:    3 of    3
OPPATIENT,FOUR
  PID: 000-01-1322P                  Ht(cm): _____ (_____)
  DOB: JAN 13,1922 (83)              Wt(kg): _____ (_____)
+
1  11/15/05@14:13:52  ORIGINAL          OPPHARMACIST4,THREE
Comments: Submitted to ECME:REJECT WORKLIST-DUR OVERRIDE CODES(DD/M0/1B)-E
PAYABLE

ECME REJECT Log:
#   Date/Time Rcvd      Rx Ref    Reject Type    STATUS    Date/Time Resolved
=====
1  12/11/05@19:03:31    ORIGINAL    DUR            RESOLVED    12/12/05@16:45:21
Comments: CLAIM RE-SUBMITTED
2  5/30/06@19:13:57      REFILL 2    DUR            RESOLVED    5/31/06@15:58:32
Comments: CLAIM RE-SUBMITTED

Enter ?? for more actions

Select Action:Quit//
```

Available codes for “Professional Service Code” include:

<u>Code</u>	<u>Description</u>
00	NO INTERVENTION
AS	PATIENT ASSESSMENT
CC	COORDINATION OF CARE
DE	DOSING EVALUATION/DETERMINATION
FE	FORMULARY ENFORCEMENT
GP	GENERIC PRODUCT SELECTION
M0	PRESCRIBER CONSULTED
MA	MEDICATION ADMINISTRATION
MR	MEDICATION REVIEW
P0	PATIENT CONSULTED
PE	PATIENT EDUCATION/INSTRUCTION
PF	PATIENT REFERRAL
PH	PATIENT MEDICATION HISTORY
PM	PATIENT MONITORING
R0	PHARMACIST CONSULTED OTHER SOURCE
RT	RECOMMENDED LABORATORY TEST
SC	SELF-CARE CONSULTATION
SW	LITERATURE SEARCH/REVIEW
TC	PAYER/PROCESSOR CONSULTED
TH	THERAPEUTIC PRODUCT INTERCHANGE

Available codes for “Result of Service Code” include:

<u>Code</u>	<u>Description</u>
00	NOT SPECIFIED
1A	FILLED AS IS, FALSE POSITIVE
1B	FILLED PRESCRIPTION AS IS
1C	FILLED, WITH DIFFERENT DOSE
1D	FILLED, WITH DIFFERENT DIRECTIONS
1E	FILLED, WITH DIFFERENT DRUG
1F	FILLED, WITH DIFFERENT QUANTITY
1G	FILLED, WITH PRESCRIBER APPROVAL
1H	BRAND-TO-GENERIC CHANGE
1J	RX-TO-OTC CHANGE
1K	FILLED, WITH DIFFERENT DOSAGE FORM
2A	PRESCRIPTION NOT FILLED
2B	NOT FILLED, DIRECTIONS CLARIFIED
3A	RECOMMENDATION ACCEPTED
3B	RECOMMENDATION NOT ACCEPTED
3C	DISCONTINUED DRUG
3D	REGIMEN CHANGED
3E	THERAPY CHANGED
3F	THERAPY CHANGED - COST INCREASE ACKNOWLEDGED
3G	DRUG THERAPY UNCHANGED
3H	FOLLOW-UP REPORT
3J	PATIENT REFERRAL
3M	COMPLIANCE AID PROVIDED

Example: Resolving Open Rejects (continued)

```
Professional Service Code: MR          MEDICATION REVIEW
Result of Service Code   : 1D          FILLED, WITH DIFFERENT DIRECTIONS

Reason for Service Code : NN - UNNECESSARY DRUG
Professional Service Code: MR - MEDICATION REVIEW
Result of Service Code   : 1D - FILLED, WITH DIFFERENT DIRECTIONS

When you confirm, a new claim will be submitted for
the prescription and this REJECT will be marked
resolved.

Confirm? ? YES// <Enter>

Prescription 100003872 successfully submitted to ECME for claim generation.

Claim Status:
IN PROGRESS-Waiting to start
IN PROGRESS-Waiting for packet build
IN PROGRESS-Packet being built
IN PROGRESS-Waiting for transmit
IN PROGRESS-Transmitting
IN PROGRESS-Waiting to process response
E PAYABLE
```

The following is a sample of the ECME Activity Log update that occurs when a reject is resolved.

Example: ECME Activity Log entry: Reject Resolved

```
Rx Activity Log          Nov 21, 2005@11:11:53          Page:    3 of    3
OPPATIENT,FOUR
  PID: 000-01-1322P                      Ht(cm): _____ (_____)
  DOB: JAN 13,1922 (83)                  Wt(kg): _____ (_____)
+
#   Date/Time          Rx Ref          Initiator Of Activity
=====
ECME Log:
1   11/15/05@14:08:35   ORIGINAL          OPPHARMACIST4,THREE
Comments: Submitted to ECME: WINDOW FILL(NDC: 00085-0096-04)
2   11/21/05@11:01:37   ORIGINAL          OPPHARMACIST4,THREE
Comments: Submitted to ECME: DUR OVERRIDE CODES(MR/NN/1D)

ECME REJECT Log:
#   Date/Time Rcvd      Rx Ref    Reject Type    STATUS    Date/Time Resolved
=====
1   12/11/05@19:03:31   ORIGINAL   DUR            RESOLVED   12/12/05@16:45:21
Comments: CLAIM RE-SUBMITTED
2   5/30/06@19:13:57   REFILL 2    DUR            RESOLVED   5/31/06@15:58:32
Comments: CLAIM RE-SUBMITTED

Enter ?? for more actions

Select Action:Quit//
```

If this were an ePharmacy prescription, the prompt will display as follows:

```
Select Activity Log by number
1. Refill      2. Partial      3. Activity      4. Labels
5. Copay      6. ECME      7. All Logs: (1-7): 7/// 6
```

For an ePharmacy prescription, the ECME Event Log displays before the CMOP Event Log.

Example: ECME Event Log of an ePharmacy prescription

```
Rx Activity Log          Nov 07, 2005@12:23:37          Page: 1 of 1
OPPATIENT,FOUR
  PID: 000-01-1322P          Ht(cm): _____ (_____)
  DOB: NOV 12,1975 (29)      Wt(kg): _____ (_____)

Rx #: 100003861    Original Fill Released:
Routing: Window    Finished by: OPPHARMACIST4,THREE

ECME Log:
#   Date          Rx Ref          Initiator Of Activity
=====
1   11/07/05      ORIGINAL      OPPHARMACIST4,THREE
Comments: Submitted to ECME:REJECT WORKLIST-DUR OVERRIDE CODES(DD/M0/1B)-E
PAYABLE

ECME REJECT Log:
#   Date/Time Rcvd      Rx Ref      Reject Type      STATUS      Date/Time Resolved
=====
Enter ?? for more actions

Select Action:Quit// <Enter>
```

(This page included for two-sided copying.)

The following options are available on this screen:

- PA – Sorts the list by the patient’s last name.
- DR – Sorts the list by the drug name.
- RE – Sorts the list by the reject reason.
- RX – Sorts the list by Prescription number.
- RF – Refreshes the screen. (This selection retrieves DUR/ REFILL TOO SOON rejects that happened after the screen was originally populated.)



Note: The following two sets of characters denote the order in which the list is being ordered by: [^] for ascending and [v] for descending. The order inverses every time the user selects the same column that the list is already ordered by. So, if the list is currently ordered by Patient in a ascending order ([^]) and the user types “PA”, the list will be resorted in descending order and the order indicator will change to ([v]).

The user selects a specific record to display all relevant information about the prescription and the claim submitted to the payer.

Example: Viewing and Resolving Open Rejects (continued)

Reject Information(UNRESOLVED)Nov 21, 2005@08:29:30		Page: 1 of 2
Division : ALBANY		NCPDP#: 1712884
Patient : OPPATIENT,FOUR (000-01-1322P) Sex: M		DOB: JAN 13,1922(83)
Rx# : 100003873/0	ECME#: 0504455	Fill Date: Nov 15, 2005
Drug : PHYTONADIONE 5MG TABS		NDC Code: 00006-0043-68
<u>REJECT Information</u>		
Reject Type : 79 - REFILL TOO SOON received on NOV 15, 2005@14:13:51		
Reject Status : OPEN/UNRESOLVED		
Payer Message : NEXT RFL 111805,DAYS TO RFL 3,LAST FILL 101805 AT YOUR PHARM,REFILL TOO SOON		
Reason : ER (OVERUSE PRECAUTION)		
DUR Text : RETAIL		
<u>OTHER REJECTS</u>		
29 - M/I Number Refills Authorized		
39 - M/I Diagnosis Code		
<u>INSURANCE Information</u>		
Insurance : EMDEON		
Contact : 1-800-555-5050		
Group Name : RXINS		
+ Enter ?? for more actions		
VW View Rx	IGN Ignore Reject	RES Resubmit Claim
ED Edit Rx	OVR Override Reject	CSD Change Suspense Date
Select: Next Screen// IGN Ignore Reject		

These options are available on the screen above:

- **VW (View)** – Takes the user to the View Prescription option to review details for that prescription.
- **ED (Edit)** – Allows the user to edit the prescription.
- **OVR (Override)** – Allows the user to re-submit the claim by entering NCPDP override codes, which shall trigger a new claim submission be sent to the payer. This option is active for DUR rejects only.
- **IGN (Ignore)** – Allows the user to close or resolve the DUR/REFILL TOO SOON Reject without resubmission to the payer. The user will be required to enter a freetext comment.
- **RES** – Allows the user to re-submit the claim to the payer.

Example: Viewing and Resolving Open Rejects (continued)

```
Enter your Current Signature Code:    SIGNATURE VERIFIED

Comments: changed quantity

    When you confirm this REJECT will be marked RESOLVED.

Confirm? ? NO// Y YES                [Closing...OK]
```

The following is a sample of the ECME Activity Log update that occurs when a reject is resolved:

Example: ECME Activity Log entry: Reject Resolved

```
Rx Activity Log          Nov 21, 2005@09:43:33          Page:    3 of    3
OPPATIENT,FOUR
  PID: 000-01-1322P                      Ht(cm): _____ (_____)
  DOB: JAN 13,1922 (83)                  Wt(kg): _____ (_____)
+
1  11/15/05@14:13:52  ORIGINAL              OPPHARMACIST4,THREE
Comments: Submitted to ECME:REJECT WORKLIST-DUR OVERRIDE CODES(DD/M0/1B)-E
PAYABLE

ECME REJECT Log:
#  Date/Time Rcvd      Rx Ref      Reject Type      STATUS      Date/Time Resolved
=====
1  12/11/05@19:03:31  ORIGINAL  DUR              RESOLVED     12/12/05@16:45:21
Comments: CLAIM RE-SUBMITTED
2  5/30/06@19:13:57  REFILL 2  DUR              RESOLVED     5/31/06@15:58:32
Comments: CLAIM RE-SUBMITTED

Enter ?? for more actions

Select Action:Quit//
```


Available codes for “Professional Service Code” include:

<u>Code</u>	<u>Description</u>
00	NO INTERVENTION
AS	PATIENT ASSESSMENT
CC	COORDINATION OF CARE
DE	DOSING EVALUATION/DETERMINATION
FE	FORMULARY ENFORCEMENT
GP	GENERIC PRODUCT SELECTION
M0	PRESCRIBER CONSULTED
MA	MEDICATION ADMINISTRATION
MR	MEDICATION REVIEW
P0	PATIENT CONSULTED
PE	PATIENT EDUCATION/INSTRUCTION
PF	PATIENT REFERRAL
PH	PATIENT MEDICATION HISTORY
PM	PATIENT MONITORING
R0	PHARMACIST CONSULTED OTHER SOURCE
RT	RECOMMENDED LABORATORY TEST
SC	SELF-CARE CONSULTATION
SW	LITERATURE SEARCH/REVIEW
TC	PAYER/PROCESSOR CONSULTED
TH	THERAPEUTIC PRODUCT INTERCHANGE

Available codes for “Result of Service Code” include:

<u>Code</u>	<u>Description</u>
00	NOT SPECIFIED
1A	FILLED AS IS, FALSE POSITIVE
1B	FILLED PRESCRIPTION AS IS
1C	FILLED, WITH DIFFERENT DOSE
1D	FILLED, WITH DIFFERENT DIRECTIONS
1E	FILLED, WITH DIFFERENT DRUG
1F	FILLED, WITH DIFFERENT QUANTITY
1G	FILLED, WITH PRESCRIBER APPROVAL
1H	BRAND-TO-GENERIC CHANGE
1J	RX-TO-OTC CHANGE
1K	FILLED, WITH DIFFERENT DOSAGE FORM
2A	PRESCRIPTION NOT FILLED
2B	NOT FILLED, DIRECTIONS CLARIFIED
3A	RECOMMENDATION ACCEPTED
3B	RECOMMENDATION NOT ACCEPTED
3C	DISCONTINUED DRUG
3D	REGIMEN CHANGED
3E	THERAPY CHANGED
3F	THERAPY CHANGED - COST INCREASE ACKNOWLEDGED
3G	DRUG THERAPY UNCHANGED
3H	FOLLOW-UP REPORT
3J	PATIENT REFERRAL
3M	COMPLIANCE AID PROVIDED

Example: Resolving Open Rejects (continued)

```
Professional Service Code: MR          MEDICATION REVIEW
Result of Service Code   : 1D          FILLED, WITH DIFFERENT DIRECTIONS

Professional Service Code: MR - MEDICATION REVIEW
Result of Service Code   : 1D - FILLED, WITH DIFFERENT DIRECTIONS

When you confirm, a new claim will be submitted for
the prescription and this REJECT will be marked
resolved.

Confirm? ? YES// <Enter>

Prescription 100003872 successfully submitted to ECME for claim generation.

Claim Status:
IN PROGRESS-Waiting to start
IN PROGRESS-Waiting for packet build
IN PROGRESS-Packet being built
IN PROGRESS-Waiting for transmit

IN PROGRESS-Waiting to process response
E PAYABLE
```

The following is a sample of the ECME Activity Log update that occurs when a reject is resolved.

Example: ECME Activity Log entry: Reject Resolved

```
Rx Activity Log                      Nov 21, 2005@11:11:53          Page:    3 of    3
OPPATIENT,FOUR
  PID: 000-01-1322P                  Ht(cm): _____ (_____)
  DOB: JAN 13,1922 (83)              Wt(kg): _____ (_____)
+
#   Date/Time          Rx Ref          Initiator Of Activity
=====
ECME Log:
1   11/15/05@14:08:35   ORIGINAL          OPPHARMACIST4,THREE
Comments: Submitted to ECME: WINDOW FILL(NDC: 00085-0096-04)
2   11/21/05@11:01:37   ORIGINAL          OPPHARMACIST4,THREE
Comments: Submitted to ECME: DUR OVERRIDE CODES(MR/NN/1D)
3   7/7/06@14:39:19     REFILL 1          GRAHAM,JANET L
Comments: Submitted to ECME:REJECT WORKLIST-DUR OVERRIDE CODES(DD/M0/1B)-E
PAYABLE

ECME REJECT Log:
#   Date/Time Rcvd      Rx Ref    Reject Type    STATUS    Date/Time Resolved
=====
1   12/11/05@19:03:31   ORIGINAL   DUR            RESOLVED   12/12/05@16:45:21
Comments: CLAIM RE-SUBMITTED
2   5/30/06@19:13:57     REFILL 2    DUR            RESOLVED   5/31/06@15:58:32
Comments: CLAIM RE-SUBMITTED

Enter ?? for more actions

Select Action:Quit//
```